



Detailed Version

Draft Ability Inclusion Strategic Plan 2019 – 2022

The City of Salisbury is developing its new Ability Inclusion Strategic Plan in consultation with people with disability, their families, carers, staff from Council, other Government and community organisations. Over 120 people were consulted during August – October 2018. Eight proposed outcomes and eighteen strategies were developed from community consultation ideas. These draft strategies were then tested at a Council staff workshop that included the Chief Executive Officer and other managers.

Documents for community comment

There are two documents for community comment:

- A detailed draft Ability Inclusion Strategic Plan with suggested actions over 4 years
- A short version Draft Ability Inclusion Strategic Plan

The short version draft doesn't include the detailed actions. You can discuss these actions with Council's Inclusion Project Officer Mike Taggart by:

- Phone 8406 8390
- Email city@salisbury.sa.gov.au (subject 'Ability Inclusion Strategic Plan')

Principles

The consultation feedback suggests the following Principles to guide the Ability Inclusion Strategic Plan:

- Ongoing consultation will enable people with disability to influence Council planning and services
- Universal Design Principles will be applied broadly
- Integrated planning will make access and inclusion everyone's business
- Partnerships and collaboration will facilitate access and inclusion across the community

The following outcomes, strategies and actions reflect community and staff feedback. The community consultation provided many detailed ideas for action. Examples are provided under each outcome statement. All community feedback will be reviewed by staff during action planning and business plan development.

Council's Roles

Council doesn't have the authority to deliver all the actions suggested in the consultation. Council has multiple roles in ensuring people with disability experience equitable access and inclusion. The role will depend on the nature of an activity. The following roles are relevant to good access and inclusion outcomes in the City of Salisbury:

- Inform, promote and advocate
- Regulate
- Facilitate
- Partner
- Deliver
- Lead

Note about the Actions listed below

The table below presents only those Strategies and Actions that are **new** to City of Salisbury. Actions that are already "business as usual" for the City of Salisbury have intentionally been left out, causing the numbering to be out of order.

Outcome 1:

Support for Health and Wellbeing through Inclusive Programs, Services and Events

Community views from the consultations

- ‘Confidence might be the issue for many young people with disabilities – even just the confidence to turn up needs to be fostered and getting here needs to be supported’ (Youth disability Forum)
- ‘People living with a disability want an opportunity to meet new people and connect’ (Reaching for Inclusion Forum)
- ‘Ensure disability access and inclusion is part of event planning’ (Inclusion Forum)

DRAFT STRATEGY		Actions Year 1	Actions Year 2-4
1.1	Council will deliver programs and activities that adhere to Universal Design Principles and provide people with disability opportunities to build capacity and confidence, and connect with others. ¹		1.1.10 Collaborate with local service providers and groups to advocate for greater access to health and wellbeing programs and services for people with disability.
1.2	Council will encourage and support community-based events, activities and clubs to be inclusive of people with disability. ¹	1.2.4 Provide additional computers at The Shed. 1.2.8 Identify local organisations with cultural and disability expertise and develop co-operative relationships that add value to the community.	1.2.7 Partner with relevant organisations to run intercultural programs in the community.

¹ Identified by staff as a priority

Outcome 2:

Accessible Buildings Streets and Open Spaces

Community views from the consultations

- 'Ensure Universal Design and keep standards up to date with technology' (Inclusion forum)
- 'Improve access and inclusion of playgrounds - No bark chips, provide equipment that caters to children and young people of all abilities and sensory diversity' (Inclusion forum)

DRAFT STRATEGY		Actions Year 1	Actions Year 2-4
2.1	Council will provide and maintain accessible public and community infrastructure that enables people of all abilities to participate in the public realm. ¹	<p>2.1.1 Access and inclusion audits for all asset categories.</p> <p>2.1.9</p> <ul style="list-style-type: none"> • Ensure standards are considered and asset strategy/hierarchy. • Policy and strategies linking to asset management planning. • New design process includes: <ul style="list-style-type: none"> - renewal project - including social inclusion criteria • Confirm inclusion elements and standards in design for new Bridgestone Athletics facility 	
2.2	Council will use its guidelines and regulatory functions to enhance accessibility of foot paths and public spaces for all abilities. ¹	<p>2.2.4 Work with local retailers to reduce footpath obstacles and increase access to shops for people with disability.</p>	<p>2.2.1 Improve access-for-all in the public realm through guidelines, support and enforcement of regulation.</p>

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Outcome 3:

Appropriate Information and Responsive Customer Service

Community views from the consultations

- 'Council (and partners) could provide an NDIS advocacy and assistance service' (The Shed focus Group)
- 'Find ways to connect and communicate directly with young people, no matter what their abilities' (Youth Disability Forum)

DRAFT STRATEGY		Actions Year 1	Actions Year 2-4
3.1	Council will establish and maintain effective and tailored processes of communication that inform and connect people with diverse communication needs including those with hearing and vision impairment, cognitive and learning differences, and those from culturally and linguistically diverse backgrounds.	<p>3.1.1 Investigate re-establishing the South Australian Disability Information and resource Centre (DIRC).</p> <p>3.1.5 Investigate diverse ways of communicating in customer service environments to ensure universal access, including face-to-face, and paper-based communication and the use of new technologies.</p>	
3.2	Council will develop the capacity of staff, volunteers and customers to use processes and technologies that enhance effective communication in Council's environments for people with disability.	<p>3.2.1 Provide training for customer service staff and volunteers to increase their capacity and confidence in communicating with people with disability, including basic greetings in Auslan and other local languages.</p>	<p>3.2.3 Provide tailored access to computers and IT support to people with disabilities.</p>

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Outcome 4: Effective Contribution to Community and Decision Making

Community views from the consultations

- 'I believe we should have the opportunity to speak for ourselves' (Youth Disability Forum)
- 'Support more peer support networks in Northern Adelaide'. (Inclusion forum)
- 'Consider how people with disability can make meaningful contributions to community' (The Shed focus group)

DRAFT STRATEGY		Actions Year 1	Actions Years 2-4
4.2	Council will develop community consultation which uses International Association for Public Participation processes to facilitate engagement with people with disability from various cultural backgrounds and across all ages and genders.		4.2.4 Investigate the value of establishing an access and inclusion reference group to be consulted regularly about Council's planning and development activities.

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Outcome 5: Proactive Planning and Building Assessment Processes

Community views from the consultations

- ‘Planning for better buildings, streets and public places should include principles of co-design (with people with disability)’ (Inclusion Forum).

DRAFT STRATEGY		Actions Year 1	Actions Years 2-4
5.1	<p>Council will facilitate building development and open space outcomes that exceed minimum standards by using an access and inclusion planning lens.</p> <p>This will be achieved through policy and guidelines that facilitate engagement with stakeholders early in the planning process, reflect universal design principles and encourage use of new technologies that increase accessibility.¹</p>	<p>5.1.6 Advocate for application of universal design in SA Planning & Design Code.</p>	<p>5.1.4 Adopt co-design principles that involve people with disability in the planning and development of Council’s social infrastructure.</p>
5.2	<p>Council will facilitate accessible and inclusive planning and development in the private sector through advocacy and information provision.</p>	<p>5.2.1/5.2.2/5.2.4 (combined actions) Educate the local building and development sector about benefits of accessible buildings and places; the commercial benefits, where they exist; and moving beyond DDA requirements.</p>	

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Outcome 6: Informed and Supportive Working Environments

Community views from the consultations

- ‘Provide disability awareness training (inclusive of mental health awareness and cultural awareness)’ (Inclusion Forum)
- ‘Aboriginal cultural awareness and responsibility is part of disability awareness training’ (Indigenous Community Professionals focus group) ‘Increase understanding of different disabilities among all Council staff to improve customer service experiences of people with disability and the experience of working at Council for people with disability’ (Inclusion Forum)

DRAFT STRATEGY		Actions Year 1	Action Years 2-4
6.1	Develop diverse/ability awareness training for staff and volunteers to create a culture that supports diverse abilities. ¹		<p>6.1.1</p> <p>Develop a shared understanding of disability/ diverse ability across Council that includes mental health and acknowledges the interaction with culture for Aboriginal and Torres Strait Islander people and those from culturally and linguistically diverse backgrounds</p> <p>6.1.2</p> <p>Develop a mandatory Diverse-Ability Awareness module for staff and volunteer induction</p> <p>6.1.3</p> <p>Develop tailored Diverse-Ability Awareness and Valuing training for different council areas roles and levels of management.</p>

DRAFT STRATEGY		Actions Year 1	Action Years 2-4
			<p>6.1.4</p> <p>Facilitate good transitions to the workplace for new employees or volunteers with disability through targeted awareness training and resources that assist line management and colleagues to create an enabling environment.</p>
6.2	Council will build capacity and optimise opportunities for council staff and volunteers with disability. ¹		<p>6.2.3</p> <p>Continue to improve physical and computer access for employees and volunteers across Council, ensuring adherence to Universal Design Principles.</p>
6.3	Council will facilitate programs that develop confidence and employment skills in people with disability of all ages, genders and from different cultural backgrounds living in the community.	<p>6.3.2 (Incorporates 1.1.2)</p> <p>Partner with community organisations to deliver programs and activities designed to build confidence and develop skills in people with disability.</p>	
6.4	Council will ensure its employment and volunteer policies and processes maximise opportunities for people with disability.	<p>6.4.1</p> <p>Review employment, volunteering and professional development communication processes and materials to eliminate bias against people with disability.</p>	

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Outcome 7: Informed Community with Inclusive Attitudes and Behaviours

Community views from the consultations

- 'Take a lead role in community education around access and inclusion for all' (Inclusion Forum)
- 'Help develop empathy for difference' (The Shed focus group)
- 'Disability awareness and education needs to be integrated with activities that support multi-cultural awareness and community cohesion' (Bhutanese focus group)

DRAFT STRATEGY		Actions Year 1	Actions Years 2-4
7.1	Council will facilitate culturally informed Diverse-Ability Awareness and Valuing opportunities across the community, including for local business, education providers, clubs and community groups. ¹	<p>7.1.1 Investigate the benefits of a Cultural Liaison Officer to support Council's relationships and planning activities with community members from Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse backgrounds, and to contribute to culturally informed ability awareness activities.</p> <p>7.1.2 Work with relevant organisations to develop diverse-ability awareness and valuing resources for local businesses and support services with the aim of increasing access to local jobs.</p> <p>7.1.6 Develop resources that enable Elected Members to recognise and support people with disability.</p>	

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Outcome 8:

Ability Inclusion Planning is integrated across Council Business

Community views from the consultations

- 'Develop relevant policy in consultation with people with disability' (Inclusion forum).

DRAFT STRATEGY		Actions Year 1	Actions Year 2-4
8.1	Council will Integrate, monitor and evaluate access and inclusion outcome goals across Council business. ¹	8.1.1 Establish an internal Ability Inclusion Strategic Plan (AISP) Reference Group to provide advice around integrated planning, implementation, evaluation and improvement. 8.1.2 Review customer experience service levels/operational service strategy to include ability inclusion – by December 2020.	8.1.4 Review and update Council strategies and plans to include drivers for access and inclusion activities. 8.1.5 Develop evaluation parameters for ability inclusion outcome goals.

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